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could

surface indicates whether the camera is being charged. Finally, charge level indicator 394 located above handle 398 indicates whether camera 134 is fully charged.

In The Claims

Please amend claims 1, 3, 12, and 27 as follows:

1. (Twice Amended) A system for processing a product concern, the system comprising:

C3

a service station having a first computer and a removable digital camera assembly for capturing digital information related to the product concern wherein the captured digital information is automatically transmitted from the digital camera to the first computer upon placing the digital camera in electrical communication with the first computer within the service station;

a reviewer station having a second computer for receiving the captured digital information from the service station and for determining how to address the product concern; and

a communication port for connecting the first computer at the service station with the second computer at the reviewer station for transmitting information related to the product concern including the captured digital information.

Please cancel claim 2.

C4

3. (Twice Amended) The system of claim 1 wherein the service station includes a scanner for acquiring at least one identifying indicia.

C5

12. (Twice Amended) The system of claim 11 wherein the plurality of terminals further comprises a second set of terminals for communication with a second set of camera terminals for transmitting data between the digital camera assembly and the first computer.

Please cancel claims 15-26.

27. (Twice Amended) A system for processing a product concern, the system comprising:

a housing having a removable service computer for receiving data indicative of a product concern;

cle a removable digital camera for capturing at least one image of the product concern wherein the service computer and digital camera are configured to automatically transmit the at least one image from the digital camera to the service computer upon placing the digital camera and the service computer in electrical communication;

a scanner attached to the removable digital camera for acquiring an identifying indicia for the product concern and automatically associating the identifying indicia with the at least one image; and

a remotely positioned reviewer computer for receiving the at least one image and associated identifying indicia from the service computer via a communication network to determine how to correct the product concern.

Please add new claims 38-50 as follows:

38. (New) The system of claim 1 wherein the product concern involves a warranty concern relating to a vehicle.

39. (New) The system of claim 27 wherein the product concern involves a warranty concern relating to a vehicle.

cle 40. (New) A system for evaluating a vehicle warranty concern during a real-time communication session, the system comprising:

a first computer device for receiving information relating to a vehicle warranty concern;

a digital camera device for capturing at least one image relating to the vehicle warranty concern;

an identification device for capturing an identifier for the vehicle, wherein the identifier is automatically associated with the at least one image; and

a second computer device for receiving the information, the at least one image and the associated identifier via a communication network for evaluation of the vehicle warranty concern during a real-time communication session.

41. (New) The system of claim 40 wherein at least the digital camera device and the identification device are embodied in a single unit.

42. (New) The system of claim 40 wherein the identifier is a vehicle identification number.

43. (New) The system of claim 40 wherein the identification device is a barcode scanner.

44. (New) The system of claim 40 wherein the identifier is watermarked onto the at least one image.

45. (New) The system of claim 40 wherein communication between one or more of the devices is via one or more cables.

46. (New) A system for evaluating a vehicle warranty concern during a real-time communication session, the system comprising:

a first computer device for receiving data relating to a vehicle warranty concern;

a digital camera device for capturing at least one image relating to the vehicle warranty concern;

a scanner device configured to capture an identifier for the vehicle and associate the identifier with the at least one image wherein the digital camera device is configured to transmit the at least one image and the identifier to the first computer device in an automated fashion upon establishing communication between the digital camera device and the first computer device; and

a second computer device for receiving the data, the at least one image and the identifier from the first computer device via a communication network to evaluate the warranty concern during a real-time communication session.

47. (New) The system of claim 46 wherein the identifier is a vehicle identification number.

48. (New) The system of claim 46 wherein the scanner device is a barcode scanner.

49. (New) The system of claim 46 wherein the identifier is watermarked onto the at least one image.

50. (New) The system of claim 46 wherein the communication between the digital camera device and the first computer device is via one or more cables.
